

# DQ DIGEST TENNCARE

Fall | 2020 | Volume 4



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## IN YOUR CLINICAL CORNER....

### Year End Review and Closing Thoughts

WOW, what a year. In a time, warp, if we go back one year, who would have ever thought of a pandemic, the tragic loss of lives, loss of businesses and devastating impact on everyone.

Clearly optimism is the desired state of mind, and my view looking forward.

There are a couple of outstanding administrative issues that I want to address, to hopefully enhance clarity; and minimize problems in your offices.

### *Minimum Age Required for “permanent” crowns.*

Section 15.02 (criteria) of the ORM lists the minimum ages that are appropriate to allow coverage for the **D27xx** series crowns. When the patient presents with tooth/teeth that require full coverage, the most common treatment is to provide one of these: D2390, D2929, D2930, D2931, D2932, D2933, D2934 as clinically appropriate to function as interim or transitional restoration until the member reaches minimum age. (Note ADA CDT code D2928 is effective 1/01/21)

### *Sedation Guidelines and Documentation Required*

Tennessee Office Reference Manual Section 15.09 clearly lists the requirements for medical necessity and documentation when sedation is required. These apply to ADA CDT Codes:

D9222            D9223   D9239   D9243   D9248

Code D9230, while NOT sedation, (anxiolysis) DOES have separate and clear documentation requirements that must be followed.

Finally, I have decided to leave DentaQuest in January 2021 and wanted to say a sincere thank you for your passion, and professionalism in so many ways that you care for the TennCare children. It has been my privilege to work with you.

Brent D. Martin DDS MBA

DentaQuest Dental Director

## Office Reference Manual (ORM) Update

A lot of information has been posted to the secure provider portal under related documents this quarter. Please check this regularly to ensure you have the latest information and ORM.

## Office Email

All provider communications are now sent to the office email you provided to DentaQuest. If you are not receiving regular emails, please contact your provider partner to update your email address. We want to ensure everyone receives the important communications



# ONGOING COVID-19 RESPONSE

DentaQuest remains dedicated to supporting all health professionals who deliver care for our communities. While information on COVID-19 will continue to evolve, we are committed to crisis support and deliver on our mission: **to improve the oral health of all.**

The DentaQuest Partnership is constantly providing free webinars that will discuss critical topics being faced during the current national situation regarding COVID-19(Coronavirus).

DentaQuest is ensuring everyone has access to resources in this challenging time (via the link below).

[Stay up-to-date on our announcements and free webinars »](#)

## DENTAQUEST IS “Going Green”



As part of our “Going Green” initiative, we are pleased to announce and promote paperless Explanation of Benefits (EOBs). EOBs can be accessed electronically from DentaQuest Provider Web Portal for free. Not only is this eco-friendly, but it is also a fast and convenient way to receive and view your office’s EOBs.

If you do not yet have a DentaQuest Web Portal Account, you can create one on <http://www.dentaquest.com/dentists/self-registration-page/>. Once you have your Web Portal Account, you will be able to view and print your EOBs, if needed. You can also verify member eligibility, submit claims and authorizations, verify benefits and much more, all in real-time – 24 hours a day, 7 days a week.

DentaQuest also offers Electronic Funds Transfer (EFT). We want to encourage you take advantage of this benefit. Through EFT, payments can be deposited directly into your bank account. With the combination of both EFT and electronic EOBs, you’ll no longer have to wait for the mail to arrive.

**If you’re interested in signing up for EFT or if you have questions regarding electronic EOB’s, please contact your Regional Provider Partner. You may also contact our Customer Service department at 1-855-418-1623.**

## Contact Information

### Provider Service

- TennCare: 855.418.1623
- Press 1 Automated Eligibility (via IVR system)
- Press 2 Benefits, Eligibility and History
- Press 3 Claims and Payment Options
- Credentialing Hotline: 800.233.1468

### Department Emails

- Electronic Claims Setup and Questions – [ddusa\\_providerrelations@dentaquest.com](mailto:ddusa_providerrelations@dentaquest.com)
- Claims Payment Questions – [denclaims@dentaquest.com](mailto:denclaims@dentaquest.com)
- Eligibility or Benefit Questions – [Dentelig\\_benefits@dentaquest.com](mailto:Dentelig_benefits@dentaquest.com)

### Utilization Review

- 888.294.9650

### Provider Web Questions

- 888.560.8135
- [www.dentaquest.com](http://www.dentaquest.com)

### Corporate

- Main Corporate: 800.417.7140